

Lifespan Delivering health with care.

#### Lifespan Guide for Using Your Lifespan Network Account

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# <u>Summary Instructions for Setting Up a New Lifespan</u> Account

Following these steps, you will setup your:

- Personalized password
- Remote access with MFA
- Self-service password reset (SSPR)

**Note:** You will need to have a telephone available during this process, to use as your second-factor item.

## From a Shared Computer or any Non-Lifespan Computer:

- 1. Go to the Lifespan IntRAnet at <a href="https://intranet.lifespan.org">https://intranet.lifespan.org</a>
- 2. Enter your new Lifespan Network ID with "@lifespan.org" (this is also your Lifespan e-mail address)
- 3. Enter your unique first-time password that was shared with you
- 4. Follow the prompts for more information, by entering a phone number and responding to the call/text back to that number
- 5. Update your password to a new complex password
- Add alternate second-factor phones and methods by returning to <u>Multi-Factor Authentication (MFA)</u> <u>Settings</u> or searching for "MFA" on the Lifespan IntRAnet and use the link there to configure alternate MFA options

# From Your Individually Assigned Lifespan Computer:

- 1. Sign into your computer using your new Lifespan Network ID (without "@lifespan.org")
- 2. Enter your unique first-time password that was shared with you
- 3. Update your password to a new complex password
- 4. Go to the Lifespan IntRAnet at <u>https://intranet.lifespan.org</u>
- 5. Enter your new Lifespan Network ID with "@lifespan.org" (this is also your Lifespan e-mail address)
- 6. Enter your updated, personal password from step 3 above
- 7. Follow the prompts for more information, by entering a phone number and responding to the call/text back to that number
- Add alternate second-factor phones and methods by returning to <u>Multi-Factor Authentication (MFA)</u> <u>Settings</u> or searching for "MFA" on the Lifespan IntRAnet and use the link there to configure alternate MFA options

# Making Changes Later

To make changes to any of these settings anytime, including phone number changes, adding a new phone, setting up the easy-use Authenticator app, go to <u>https://www.lifespan.org/lifespan-remote-access-links</u> for the links.

You can also contact the Lifespan Service Desk at 401-444-6381 with questions or problems using the new account.

# Detailed Instructions for Setting Up a New Lifespan Account Through Remote Access

- 1. Go to www.lifespan.org,
- 2. Scroll to the bottom of the page and click the "Lifespan Remote Access" link
- 3. Click on the "Access the Lifespan Intranet" button or any of the links under Remote Access for Lifespan Staff



- 4. You will be prompted to login with you Lifespan ID
- 5. Example: LoginID@lifespan.org). Enter your new Lifespan ID with the @lifespan.org and click **Next**

White and the second se	<b>Lifespan</b> Delivering health with care!	Elfestan   Sign in   Network ID @ Lifespan   Can't access your account?
		Lifespan
		🖏 Sign-in options

6. Enter your first-time password. This should have been shared with you and should follow the lifespan formula where it is only known by you.

July Stand	Lifespan Delivering health with care!	Witespan   ← snems@lifespan.org   Enter password   Password   Forgot my password   Sign in	
		Lifespan	

7. You will be prompted for more information, to complete the setup of your account, then click **Next** 

ANN AND AND AND AND AND AND AND AND AND	<b>Lifespan</b> Delivering health with care!	Wittersen   snens@lifespan.org   More information required   Your organization needs more information to keep   your account secure   Use a different account   Learn more
		Lifespan

8. Enter your phone number. If you are using a 'land line' or office phone, then be sure to select the "**Call me**" option since you can't get a text to your 'land line' or office phone.

Koon vour a	coupt cocuro
Reep your a	
Your organization requires you to set up the	he following methods of proving who you are.
Phone	
You can prove who you are by answering a call on your ph	hone or texting a code to your phone.
What phone number would you like to use?	
······	7
United States (+1)	Enter phone number
Text me a code	
🔾 Call me	
<ul> <li>Call me</li> <li>Message and data rates may apply. Choosing Next means cookies statement.</li> </ul>	; that you agree to the Terms of service and Privacy and

9. Enter the code you receive on your phone and click Next

Define the sector with care?						
		Кеер у	our accou	int secure		
	Your organiz	ation requires you	to set up the follow	ing methods of pro	ving who you are.	
Phone	ò					
We just sen Enter code	t a 6 digit code t e	o +1 4017272730.	Enter the code belo	w.		
Resend cod	e					
					Back	Next

10. Success is indicated by this message

ANN AND AND AND AND AND AND AND AND AND	Lifespan	?
	Keep your account secure Your organization requires you to set up the following methods of proving who you are.	
	Phone	
	SMS verified. Your phone was registered successfully.	Next

#### 11. Now click Done

AN AN	Lifespan	1
	Keep your account secure Your organization requires you to set up the following methods of proving who you are.	
	Success! Great job! You have successfully set up your security info. Choose "Done" to continue signing in. Default sign-in method:	

12. Then change your password to something you know AND that meets Lifespan's complexity rules



13. After updating your password, click the Accept button to accept the terms of use

**Note:** If presented with the message below (employees may not see this agreement due to their employment status), you must OPEN the terms of use before clicking "Accept".

• Click on the Review Agreement and it will open.

Lifespan Atoma Luti at our		
Lifespan Corporation Terms of Use		
In order to access Lifespan Corporation resource(s), you must read the Terms of Use.		
Review Agreement in English	>	
Please click Accept to confirm that you have read and understood the terms of use.           Decline         Accept		

14. Lifespan recommends returning to the Lifespan remote access page at <u>https://www.lifespan.org/lifespan-remote-access-links</u> and use the link for "**Multi-Factor Authentication** (MFA Settings)" to add an additional MFA option.

**Note:** Using the Authenticator App with push notifications is recommended as the easiest method of completing your MFA challenge.

Account & Password Management
Account Security Registration
<ul> <li>Forgot Your Password SSPR (Reset your password when you don't remember it.)</li> <li>Change your network password</li> </ul>
Multi-Factor Authentication (MFA) Settings (Change your registered phone numbers.)
Email Quarantine (Release SPAM that doesn't make it to your inbox.)

III 🗱 Lifespan My	y Sign-Ins $\vee$	者 ?
<ul> <li>Q Overview</li> <li>Security info</li> <li>Organizations</li> </ul>	Security info These are the methods you use to sign into your account or reset your password. Default sign-in method: Phone - text +1 4017272730 Change	
🖴 Devices	+ Add sign-in method	Delete
A Privacy	Lost device? Sign out everywhere	
	Add a method Which method would you like to add?  Authenticator app  Cancel Add	

# **Details for Using Multi-Factor Authentication (MFA)**

# Adding the Authenticator App for MFA

- 1. Go to <u>Multi-Factor Authentication (MFA) Settings</u> or search for "MFA" on the Lifespan IntRAnet and use the link there to configure alternate MFA options
- 2. Look for the option to Add a method to your Security setup and click "Add Method", otherwise skip to the next step.

👫 My Sign-Ins	× +			
← → C 🔒 mysignins.r	microsoft.com/se	curity-info	\$	🔒 Incognito
Citrix Gateway and M	we Directory (AD)	🚦 Azure AD Conne	xt: C 📀 Step-by-	Step guide t
😑 My Sign-Ins				?
Security info These are the methods you us + Add method	e to sign into yo	ur account or rese	t your password.	
No items to display	/.			

3. You must choose from the options under "Add a method" drop down list. You can choose "Authenticator App" or "Phone" or "Alternate Phone".



• Lifespan recommends the "Authenticator App" with Notification option for the easiest on-going authentication experience.

**Note:** This requires installing and configuring the Authenticator app on your phone – follow the on-screen instructions to complete this.

Important: You SHOULD configure the "Alternate phone" in case you lose or change your primary phone

4. Depending on the option you choose, pick the step below to continue with

a <u>Option: Authenticator App</u>, you must choose "Receive notification for verification" or "Use verification code" then click Setup and follow the instructions to install and configure the Authenticator App on your phone.

🚦 My Sign-Ins	× +	
← → c	🕯 mysignins.microsoft.com/security-info 🏫	🙆 Incognito
Citrix Gateway an	nd M 🔰 Active Directory (AD) 👫 Azure AD Connect: C 📀 Step-by-Step	guide t
😑 🛛 My Sig	in-Ins	? (
Security These are the m	info ethods you use to sign into your account or reset your password.	
- And me	Add a method	
No item	Which method would you like to add?	_
	Authenticator app $\checkmark$	
	Cancel Add	

- 1. Install the Microsoft Authenticator app from your phone's app store
- 2. Open the Authenticator App on your phone
- 3. Click the + to add a new account, even if your account is listed
- 4. Select Work or School account
- 5. Allow the Authenticator app to access your camera
- 6. Point phone at bar code
- 7. Click **Next** on your computer
- 8. Click Save on your computer
- 9. You can close or leave open the Authenticator app

Note: The following workflow is for the Microsoft Authenticator - Receive Notifications for verification



The computer or laptop receiving the MFA challenge will show the first image below:

Dption: Phone, you must select a country code and fill in a telephone number, plus select a "Method" – text message or phone call. Click Next and follow the instructions.

👫 My Sign-Ins			
$\epsilon \rightarrow c$	mysignins.microsoft.com/se	ecurity-info	🖈 🎯 Incognito
Citrix Gateway ar	nd M 👌 Active Directory (AD)	Azure AD Connect: C	Step-by-Step guide t
😑 🛛 My Sig	ın-Ins		? (
Security These are the + Add me No item	Phone You can prove who you are I texting a code to your phon What phone number would; United States (+1)  Text me a code Call me Message and data rates may	by answering a call on you e. you like to use? Enter phone nu r apply. Cancel	ur phone or mber Next

- 5. Click "Done" after successful verification.
- 6. You will be prompted to again confirm, via MFA, your login

**Note:** After configuring your primary verification method, you must setup at least one additional method. Your Additional security verification page should look something like this when complete.



7. You can close your browser tab when setup is complete.

**Note:** You can return to this page <u>Multi-Factor Authentication (MFA) Settings (Change your registered</u> <u>phone numbers.</u>) at any time to modify your setup and to change your primary verification option. You may find that you would like to try the different verification methods to identify the one that you prefer.

#### Initial Registration MORE THAN 30 Days Past Official Start-Date

30 days after your official start-date, you are **only** allowed to complete 1<sup>st</sup> time registration **while on the Lifespan network**. This will not work from home or any outside networks. If you attempt to complete 1<sup>st</sup> time registration from outside the office, you will receive the following error:



When receiving this error and are not able to go onsite, please call the Service Desk at 401-444-6381 for alternate registration options.

# Using MFA

#### Using One of Your Alternate MFA Methods

Your default MFA method is your selected primary method. If at any time you need to use one of your alternate methods, you can often select that from the cloud login screen by clicking on "Sign in another way."



Then you will be prompted with a list of your other options

Å
your identity
Approve a request on my Microsoft Authenticator app
Use a verification code from my mobile app
Text +X XXXXXXXXXX
Call +X X000000X19
Call +X XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
Cancel
mation

## **Confirming or Changing MFA Settings**

If at any time you need to confirm/view your MFA settings or change your MFA settings, you can do so. Also, you may find that you would like to try the different verification methods to identify the one that you prefer.

- 1. Go to Multi-Factor Authentication (MFA) Settings (Change your registered phone numbers.)
- 2. Login you will be prompted to MFA
- 3. Click the "Change" button to edit your Default sign-in method

Security info					
These are the methods you use to sign into your acc	ount or reset your password.				
Default sign-in method: Microsoft Authenticator -	Default sign-in method: Microsoft Authenticator - notification Change				
+ Add method					
& Phone	+1 4013405288	Change	Delete		
Microsoft Authenticator	SM-G960U		Delete		

Sec	urity info				
These a	re the methods you use to sign into your acc	ount or reset your password	L		
Defaul	<b>: sign-in method:</b> Microsoft Authenticator -	notification Change			
+ A	dd method				
S	Phone	+1 4013405288	Change	Delete	
Û	Microsoft Authenticator	SM-G960U		Delete	
Lost de	vice? Sign out everywhere		Change default method		
			Microsoft Authenticator - notification	~	
			Phone - call +1 4013405288		
			Phone - text +1 4013405288		m
			Microsoft Authenticator - notification		
			Authenticator app or hardware token - code		

#### **Registering a New Phone**

- 1. Go to https://aka.ms/mysecurityinfo
- Login using one of the MFA options that will still work.
   <u>Note:</u> Use the "Sign in another way" option if needed
- 3. Click on the Configure button to setup the Authenticator App

#### **Troubleshooting Security**

## If you Have a Problem with MFA on Connect.lifespan.org

- 1. Go to Multi-Factor Authentication (MFA) Settings (Change your registered phone numbers.)
- 2. Enter your Lifespan login ID with @lifespan.org
  - Example: jdoe@lifespan.org or 345678@lifespan.org but not your email address like John.Doe@lifespan.org
- 3. Click **Next** or press the **Enter** key
- 4. Eter your password on the next window

Microsoft			
Sign in			
_ TTestMFA2Account@lifespan.org			
Can't access your account?			
Sign in with a security key 🕥			
	Back	Next	

- 5. Click Sign In.
- 6. You may be prompted to "Stay signed in". Click "No" unless you are on a computer that you only use.



7. If you HAVE NOT already enrolled in Lifespan's security, you will be prompted to setup added security. Click "**Set it up now**" and continue the setup, otherwise skip to the next step.



8. If you HAVE already enrolled in MFA, you will be prompted to approve your sign in ...



- 9. Get the phone you enrolled for MFA
- 10. You will need to reply with one of 4 possible MFA responses
  - Identify the 2-digit code provided on the computer receiving the MFA challenge and then key that code into the Microsoft Authenticator application.
  - Open the Microsoft Authenticator App and read the 6 digit "Code" from the app and key that Code into the form on your computer.
    - i Note that you must key the code into your computer and click the Verify button on your computer BEFORE the small countdown timer gets to 5. If you do not get the Verify button clicked in time, read the new/next code from your phone into your computer.

ii If the Authenticator App does not show the code, press on the down arrow to "Show code"



- Answer the phone call to your phone and press the # key wait 5 seconds and hang up the call.
- Read the code in the Text message received on your phone and key that code into the form on your computer.
- 11. When successful with logging in, you will see a screen like this



You will need to remember the primary/default verification method. You will use this method when logging into connect.lifespan.org. You can change this at this time if you wish and click the Save button.

REMEMBER YOUR SELECTED DEFAULT METHOD

12. If your phone does not get the message that you expect, try a different method by clicking on "Sign in another way"



13. Choose one of the other methods available to you and sign in as described for the other methods

0 :	lfespan
Verify	your identity
ô	Approve a request on my Microsoft Authenticator app
123	Use a verification code from my mobile app
$\square$	Text +X X000000019
Ľ	Call +X X0000000(19
R	Call +X XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
	Cancel
More infor	mation
Lifespan	

 If you attempt all available options without success, then you will need to call the Service Desk at 401-444-6381, and they will need to clear your MFA enrollment so you can enroll your current phone for MFA.

Once the Service Desk completes clearing your MFA enrollment, then continue with enrolling your phone

- 15. Once you have successfully confirmed your MFA enrollment, return to <u>https://connect.lifespan.org</u> in your internet browser.
- 16. Login with your Lifespan network ID and password, as you have done in the past when logging into Connect

Citrix Gateway				
	ð	Please log on to contin User name Password	nue,	
For question	Multi-factor au ons, please open g	uthentication is required to a <u>his guide</u> or contact the Lifes	cess Lifespan Connect pan IS Service Desk at 4	401 -444 -6361

After you click the Log On button, you will need to complete the MFA challenge

17. You will need to reply with one of the **<u>4 possible MFA responses</u>** to complete the MFA challenge:

- Identify the 2-digit code provided on the computer receiving the MFA challenge and then key that code into the Microsoft Authenticator application.
- Open the Microsoft Authenticator App and read the 6 digit "Code" from the app and key that Code into the form that opened on your computer.
  - i Note that you must key the code into your computer and click the Verify button on your computer BEFORE the small countdown timer gets to 5. If you do not get the Verify button clicked in time, read the new/next code from your phone key that into your computer.

ii If the Authenticator App does not show the code, press on the down arrow to "Show code"



- Answer the phone call to your phone and press the # key, wait 5 seconds and hang up the call.
  - i NOTE: There will be NO change on your computer screen until after you press the # key on your phone
- Read the code in the Text message received on your phone and key that code into the form on your computer.
- 18. If you do not get to the connect.lifespan.org portal with your icons, then close your browser and try once more. Do not try again without FIRST closing your browser.
  - SOMETIMES, the MFA "handshake" does not complete successfully. But you should not need to repeat this more than twice.
- 19. If you are still unable to login to Connect, the problem could be related to the Citrix Receiver application. Confirm that Connect worked successfully from this computer before MFA was turned on.
  - If not, then work with the Service Desk to resolve the issue with Citrix Receiver.
- 20. If you are still unable to login to Connect, then you will need to be referred to a next level support analyst to look further into the details of your MFA setup. Provide the following for your Service Desk Incident:
  - Computer Operating System and version (Windows 7, Windows 10, Mac, etc.)
  - Browser you are using, including version (Chrome, Internet Explorer, Edge, Firefox, Safari, etc.)
  - Version of Citrix Receiver
  - Type of phone you are using for MFA Android or iPhone
  - Default method selected for MFA

#### **Outlook is Prompting to Login Multiple Times**

- Double check the login windows that open it might not be Outlook prompting multiple times. It could be Outlook, OneDrive, and Skype each prompting for authentication. Look for the Window titles on each pop-open window.
- Also confirm that a secondary login is not for a personal account that is also profiled in the Outlook app. Double check the domain for the e-mail address and ensure it is @lifespan.org

Once confirmed that this is issue with Outlook prompting multiple times ...

- 1. Close Outlook
- 2. Open the Windows Credential Manager
  - From Windows start menu, search for "Credential Manager" and select it
- 3. Delete any Lifespan credentials
  - a. Click the pull-down arrow next to each credential that ends with ". lifespan.org"

Use Credential Manager to store credentials, such as user names and passwords, in vaults so you can easily on to computers or websites. Windows Vault Default vault location Back up vault Restore vault Windows Credentials Add a Windows credentials Internet or network address: autodiscover.Lifespan.org User name: Password: Persistence: Logon Session Edit Remove from vault mimportal.lifespan.org Modified: Today ( Certificate-Based credentials Add a certificate-based credentials Add a generic credentials MicrosoftOfficel6_Data:SSPEtpaul2@lifespan.org Modified: 2/20/2018 ( outlook.office35.com	Store credentials for automatic logon	
Windows Vault Default vault location         Back up vault       Restore vault         Windows Credentials       Add a Windows credent         autodiscover.Lifespan.org       Modified: 2/20/2018 (a         Internet or network address: autodiscover.Lifespan.org       Modified: 2/20/2018 (a         User name:       Password:         Persistence:       Logon Session         Edit       Remove from vaul         mimportal.lifespan.org       Modified: Today (a         Certificate-Based credentials       Add a certificate-based credent         No certificates.       Generic Credentials       Add a generic credent         MicrosoftOffice16_Data:SSPEtpaul2@lifespan.org       Modified: 2/20/2018 (a       (a)         outlook.office365.com       Modified: 2/20/2018 (a)       (a)	Use Credential Manager to store credentials, such as user names and p on to computers or websites.	asswords, in vaults so you can easily log
Back up vault       Bestore vault         Windows Credentials       Add a Windows credentials         autodiscover.Lifespan.org       Modified: 2/20/2018 (alternative control of the system)         Internet or network address:       autodiscover.Lifespan.org         User name:       Internet or network address:         Password:       Persistence:         Logon Session       Edit         Edit       Remove from vaul         mimportal.lifespan.org       Modified:         Vocertificate-Based credentials       Add a certificate-based credentials         No certificates.       Add a generic credentials         MicrosoftOffice16_Data:SSPEtpaul2@lifespan.org       Modified:       2/20/2018 (alternative control of the system)         MicrosoftOffice265.com       Modified:       2/20/2018 (alternative control of the system)	Windows Vault Default vault location	
Windows Credentials       Add a Windows credentials         autodiscover.Lifespan.org       Modified: 2/20/2018 (         Internet or network address: autodiscover.Lifespan.org       Internet or network address: autodiscover.Lifespan.org         User name:       Password:         Password:       Persistence: Logon Session         Edit Remove from vaul       Modified: Today (         Certificate-Based credentials       Add a certificate-based credentials         No certificates.       Add a generic credentials         MicrosoftOffice16_Data:SSPEtpaul2@lifespan.org       Modified: 2/20/2018 (         outlook.office35.com       Modified: 2/20/2018 (	<u>B</u> ack up vault <u>R</u> estore vault	
autodiscover.Lifespan.org       Modified: 2/20/2018         Internet or network address: autodiscover.Lifespan.org       Internet or network address: autodiscover.Lifespan.org         User name:       Password:         Persistence: Logon Session       Edit         Edit       Remove from vaul         mimportal.lifespan.org       Modified: Today         Certificate-Based credentials       Add a certificate-based credent         No certificates.       Generic Credentials         MicrosoftOffice16_Data:SSPEtpaul2@lifespan.org       Modified: 2/20/2018         outlook.office35.com       Modified: 2/20/2018	Windows Credentials	Add a Windows credential
Internet or network address: autodiscover.Lifespan.org User name: Password: ••••••• Persistence: Logon Session Edit Remove from vaul mimportal.lifespan.org Modified: Today Certificate-Based credentials Add a certificate-based credent No certificates. Generic Credentials Add a generic credent MicrosoftOffice16_Data:SSPEtpaul2@lifespan.org Modified: 2/20/2018 outlook.office35.com Modified: 2/20/2018	autodiscover.Lifespan.org	Modified: 2/20/2018 🛆
User name: Password: •••••• Persistence: Logon Session Edit Remove from vaul ••••• mimportal.lifespan.org Modified: Today •••• Certificate-Based credentials Add a certificate-based credent No certificates. Generic Credentials Add a generic credent MicrosoftOffice16_Data:SSPEtpaul2@lifespan.org Modified: 2/20/2018 ••• outlook.office365.com Modified: 2/20/2018 •••	Internet or network address: autodiscover.Lifespan.org	
Password: ••••••• Persistence: Logon Session Edit Remove from vaul mimportal.lifespan.org Modified: Today Certificate-Based credentials Add a certificate-based credent No certificates. Generic Credentials Add a generic credent MicrosoftOffice16_Data:SSPLtpaul2@lifespan.org Modified: 2/20/2018 outlook.office35.com Modified: 2/20/2018	User name:	ſ
Persistence: Logon Session         Edit       Remove from vaul         mimportal.lifespan.org       Modified: Today         Certificate-Based credentials       Add a certificate-based credent         No certificates.       Generic Credentials         MicrosoftOffice16_Data:SSPLtpaul2@lifespan.org       Modified: 2/20/2018         outlook.office365.com       Modified: 2/20/2018	Password:	
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No certificates.  Generic Credentials Add a generic credent MicrosoftOffice16_Data:SSPLtpaul2@lifespan.org Modified: 2/20/2018 ( outlook.office365.com Modified: 2/20/2018 (	Certificate-Based credentials	Add a certificate-based credential
Generic Credentials     Add a generic credent       MicrosoftOffice16_Data:SSPEtpaul2@lifespan.org     Modified: 2/20/2018       outlook.office365.com     Modified: 2/20/2018	No certificates.	
MicrosoftOffice16_Data:SSPEtpaul2@lifespan.org Modified: 2/20/2018 ( outlook.office365.com Modified: 2/20/2018 (	Generic Credentials	Add a generic credential
outlook.office365.com Modified: 2/20/2018	MicrosoftOffice16_Data:SSPEtpaul2@lifespan.org	Modified: 2/20/2018 😠
	outlook.office365.com	Modified: 2/20/2018 🕟

- b. Click on "Remove from vault"
- c. Repeat for each Lifespan Credential
- 4. Restart Outlook

## **OneNote Needs Password to Sync This Notebook**

The issue is that OneNote needs to re-authenticate with MFA but cannot trigger that to happen. To address this, close and re-open OneNote. Your changes will be saved and re-synced.

## User Needs to Re-Register

#### (No longer has access to previously registered phone/phone number)

- 1. Users should CALL the service desk (do not use the Heat Self-Service Portal) because the Service Desk will need to verify the user's identity.
- 2. Once the Service Desk has confirmed the user's identity, using the same standard procedure they follow for a password reset, the Service Desk will force a reregister.
- 3. When reregistering, the user should setup BOTH a primary AND an "Alternate Authentication Phone" to avoid this problem in the future.

# **Appendices**

# Key Links for Managing Your Lifespan Network and Lifespan/Microsoft Cloud Account

Go to www.lifespan.org and scroll to the bottom of the page and select Lifespan Remote Access

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#### Tips

- Your Lifespan Network login ID sometimes must be entered like an e-mail address. That is, you would enter it like loginID@lifespan.org. Generally, logins on pages associated with the Lifespan Microsoft "Cloud" require the "@lifespan.org" after your login ID so that Microsoft can identify you are at Lifespan rather than at one of their many other cloud customers.
- We contract with Microsoft for "cloud" based services. Microsoft brands their "cloud" services as "Microsoft Azure" and "Office 365" (or O365). You will see Microsoft branding as well as Lifespan branding throughout the web pages.
- "Cloud" services just mean that we are using someone else's computers. Microsoft is a valued technology partner and Lifespan has an enterprise agreement with them to use their "cloud/Azure" services for secure and powerful information services (like e-mail, collaborative computing, and security)

- Logging in with your single Lifespan network account is sometimes known as "Single Sign on" or "SSO" since you are using your Lifespan ID and password 'everywhere'. Imprivata OneSign (tap-in/tap-out) has also been known as "Single-Sign on" and "SSO".
- If you forget your password, you can reset it and restore access to your account by using the "**Can't** access your account" link on the Microsoft cloud login page without calling the Lifespan Service Desk

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Network ID @ Lifespan
Exect Resp me signed in
Sign in
Can't access your account? Create a new Microsoft account

# **Revision History**

Author	Date	Changes
Melissa Mirabile	2/2/2023	IS Training Team refinements
Tim Paul	2/1/2023	Modified to reflect new AzureAD cloud auth for first-time account
		setup
Ryan Creamer	1/2023	Updated doc to reflect MFA Location / Application addition for MS
		Authenticator
Jason Avila	6/2021	Update doc to include new Citrix SSPR link. Reviewed all instructions
		for accuracy and clarity. Made updates accordingly.
Ryan Creamer	12/2020	Reviewed document and cleaned up screenshots
Jason Avila	5/2020	Updated to include info on 1 <sup>st</sup> time registration for the change to
		block external registration after 30 days of employment.
Jason Avila	03/2020	Updated to reflect the new combined registration process for MFA
		and SSPR.
Tim Paul	08/2019	Original Creation/Publishing